

2007 Aspen/Pitkin County Airport Survey

Responses for Open Ended question # 4 - Resident of Pitkin County?

Redstone resident

second home downvalley

Live in the Denver Colorado area.

DECEASED

Village/Up valley from Snowmass

Mammal

Woody Creek

Basalt Glen Spgs.

full= Aspen/ business=Accent Properties

but recently sold it.

Basalt

"vacation" second= "Former"

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Responses for Open Ended question # 5 - Neighborhood

Woody Creek

right next to the airport

Brush Creek

Woody Creek

Woody Creek

Old Snowmass

Glenwood Springs

Old Snowmass

New Castle-second-residence

old snowmass

Inn at Aspen

condo at the Gant, home on Brush Creek

I have claims in the Prince Alice Mines.

East Sopris

Old Snowmass

Woody Creek

Old Snowmass

ABC

Snowmass 81654

Woody Creek

Lazy Glen

Woody CK

Sold my home in Aspen

"Rifle- Bus. Prop."

Old Snowmass

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West Sopris cr rd

Brush Creek Village

Woody Creek

Woody Creek

Glenwood & New Castle

Snowmass

Mountain Valley

West Sopris Creek

Old Snowmass

used to own

Texas

Holland Hills

Meredith

Red Mtn Ranch

Old Snowmass

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Responses for Open Ended question # 8 - Booking

Privately

private

airline websites

FLY MY PLANE

contracted federal firefighting aircraft

online

own plane

airline websites directly

company does booking

UA Silver Wings Program

private

private aircraft

private aircraft

Own my own aircraft

airline internet sites direction

charter private plane

Internet airline direct

private aircraft

Private plane

talk to the ticket counter at the airport

I never fly.

private

some private

private plane

charter

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I use my personal aircraft.

E-Mail

secretary

credit card rewards

private aircraft

website/private

fractional owner services

n/a

private

my assistant handles my travel

United- silver wings

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Responses for Open Ended question # 9 - Airport

Aspen in the summer, Eagle in the winter

rifle

eagle or denver depending on if eagle is open.

None

Aspen when direct flight to LA are available. Otherwise drive to Denver.

to Aspen/Rifle

Rifle- Private

Rifle

both equally

Aspen="When is possible (the fly)" Eagle="because, we can't fly from Aspen" other= "montrouse (is t

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Responses for Open Ended question # 10 - Write-in, why not Aspen?

At this time, DIA and Grand Junction better serve my business travel needs.

I can fly from Dallas/Ft Worth Airport nonstop into Eagle. Do not have to go thur Denver International Airport.

The cost and unreliabilty of service in and out of Aspen, plus Eagle has so many more options available especially during the winter and does not suffer from the weather and "phantom mechanical" issues that occur when flights are not full

Flights both summer and winter are unreliable. Cost of flights is absurdly high.

Airport will be closed; Fares to Denver are outrageous; Eagle is only an hour away and much more friendly

I have found in the last two (2) years that United Express has become so unreliable that I am sometimes using other means to get to Aspen

If traveling during winter month I will avoid Aspen airport because of the weather issues.

price of flights from Denver to Aspen

Whenever we don't use the Aspen airport, it's because of the price of flights.

Runways not built for larger aircraft Small aircraft in use restricted by barometric pressure Cost of airport parking Greater weather problems Poor training of desk personnel when flight changes necessary

American sometimes flies direct to our destination

unreliable flight departures, lost luggage, huge added expense

unreliable service due to weather and operations also the expense of flying out of here vs the time gained by not driving to denver

It is expensive.

closed or flights are sold out

cost

Eagle is much more reliable. It is often open when Aspen airport is closed. Large planes can get in and out. And there are daily non-stops to and from Chicago. We can also leave a car in the long term lot free of charge.

Properties in both Vail & Aspen so Eagle is the easiest to get in and out of.

We choose to fly into Eagle in the winter months because the flights in and out of Eagle are less likely to be cancelled or delayed due to weather. We fly in and out of Denver when we fly with our dog (cargo) and want to fly nonstop.

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I do use it however EGE is more convenient, free parking, morre non-stop flights and better minima.

Too expensive usually or not convenient for the time that we are flying or connecting with another carrier

Children and grandchildren in Denver and Boulder...easier to fly in there...need car anyway so the drive is nice

It is cheaper to drive to denver and cath a flight from there rather than connecting on a 30 min. flight for 300+ dollars a pearson.

To expensive

1. I cannot justify the airfare differential for a family of 5 between flying into Denver and driving up vs. flying directly into Aspen. 2. I enjoy the scenery of the drive up through the mountains.

Cost too much.

American Airlines does not fly into your airport

It's usually not reliable.

Had a scheduled flight from Aspen to Denver and beyond in mid November. Bad weather and snowstorm entered the area the evening before my flight was scheduled. From past experience, I figured I would not get to Denver in time for my connecting flight. Early in the morning of my flight, I called United to cancel the ASE-DEN leg of my flight, and drove to Denver. The flight out of Aspen (which I skipped) did not leave the airport for nine hours after the scheduled time. Otherwise, I try to use ASE due to easier parking, closer to my home, and easier (i.e. shorter lines) security

Where do I start? Too expensive, flights not dependable, afraid of missing connecting flight, cancelled flights.....

We use both Eagle and Aspen. We prefer Eagle because the parking is free; airlines are less likely to have weight problems on warm summer days; American serves Eagle at least some of the year; it seems like a safer airport; and it is often altho not always cheaper. The negative is that it takes about 15 or 20 minutes longer to get to the airport.

expense no direct flight from Atlanta,GA we enjoy the drive from Denver to Aspen

expense higher than Denver; too many weather delays and mechanical cancellations

Tickets are too costly. Usually the leg from Denver to Aspen is two thirds the cost of the rest of the trip!

To expensive and unreliable

Price

unable to get on fligth from denver.united routinely over booked and we never are sure if we will be given boarding pass. after our last experience of hiring a rental car due to the above we have not flown back into the aspen airport

Free parking in Eagle, friends in GJ that will take care of my car.

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Can't get a flight on a flight that uses a jet (won't take prop - too bumpy), or at a convenient time.

To expensive and not reliable

I plan to stop using the Aspen/Pitken County Airport in the future because the United Express (America West) Service is so unreliable that it is worth the extra hassle to go to Eagle.

Tickets are very pricey. Flights are not reliable. There is free parking at Eagle Airport. I do not like flying United

impossible to deal with weather, delays (making connections, rude staff

sometimes we fly into denver and rent a car...the drive is nice

too bumpy; too expensive

well, fare cost too much plus new plane costs too much trouble.

too expensive

Prices are higher. More (winter) direct flights from east coast to Eagle. Eagle is more reliable for winter weather.

I use the Aspen airport; however, the airlines frequently are cost-prohibitive and force going to Denver instead. United used to have "locals" special tickets which were reduced but seems to have discontinued this service to the community.

Unreliable service, poor communication to customers and regularly provided inaccurate departure times. Often miss Denver connection and United Express-United just strand us in Denver.

poor reliability of flights, esp. this year. increased costs. we have 2 cats and since you lost Air Wisconsin only one animal can fly in cabin under seats. Therefore we would have to take separate planes to get to Denver, which is very inconvenient. This problem does not accure in Eagle. Also, Eagle has real airplanes.

Weather

Too expensive to fly from Aspen, unless I'm using United Airlines from Denver onwards. Most of my international travel does NOT use United; they also don't fly to the Caribbean, where I go every fall, so I end up driving to Denver. Most tour companies will not book me out of Aspen either, only Denver. Weather too unreliable in winter; I never book a flight from Aspen in the winter-time; I end up driving to Denver 85% of the time due to weather-related flight delays or cancellations.

Sometimes I'm unable tho get an arrival reservation (slot) due to heavy traffic during ski season

cost

too expensive

most of the time we drive to Aspen from our primary home in Los Angeles - otherwise we do fly into the Aspen airport.

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too many times flights are cancelled from weather. there is nothing worse than 24-30 hours of travel and then have your aspen leg flight get turned around before landing and taken back to denver. too unpredictable

Sometimes I want to fly nonstop or only take 2 flights.

Much less expensive. Much fewer weather issues/delays/cancelations.

Flights in and out of Aspen are too expensive unless I am flying for a client and they are picking up the tab.

I never fly!!

too expensive

Flights are too expensive and often delayed or cancelled

Aspen - Denver link costs too much.

price of a Denver flight is often increadably cheaper

Have used Aspen until this year. Terrible experiences with United Express, which I term..."the worst airline in the free world." The local United Express yokels don't seem to have a clue. The last 3-4 flights have been disasters. Last experience a case in point...I knew the flight was never going, as did everone else, but they held us with 15 minute delays from @7:00 PM until 10:30 PM, when they cancelled. Had they been honest, I could have driven to Denver and been home in LA that night. (I ended up doing just that the next morning (because I had no trust in Untied Express thatthey'd get us out of Aspen the next day).

Several Reasons: 1. Do not want to change at DIA. 2. EGE has real jets, not tinker toys. 3. Major airlines at EGE are dependable and overfly DIA. 4. Can stay off United or Comair, 5. Free parking at EGE. I fly from ASE only if that is the only choice

"Weather conditions"

It is difficult to get flights into the airport from Orange County, Ca without multiple stops or long layovers

The United Airline flights are too unreliable and fares to high

above

#7= "includes adult children who frequently fly to Aspen." #12-17= "flew to Eagle in April when Aspen was closed."

"Ticket prices to and from; too expensive sometimes more than the round trip ticket out of DEN. or GST."

"safety price" #14= "safety"

Vail to expensive

"Going to Europe Aspen is closed driving to DEN" #12= "Flew my own plane"

"drive to Denver"

"We drive from Denver gets us there @ ones hav dermry to our airport- also more concxuniant." ??????

"I can drive faster than I can fly." Attached letter: "Greetings! As an explanation, I live in Evergreen, Colorado and can drive to Aspen much faster than I can go from here to DIA and then to Aspen by air. I am not sure I am a good person for your survey. Once every couple of years we will fly in just to see the scenery between here & there (in perfect weather). Call if ?'s Thanx"

costs, reliability

Too unreliable both with respect to flight arrivals & departures and with misplace baggage."

"Fare, schedule, paid parking, weather causing delay!"

"Fares too high- worth it to go to Denver"

cost

"Unreliable, few choices, all go thru Denver mostly."

"Unreliable, limited choice of destination, too expensive, no bus service."

Too expensive.

prohibitive cost.

Price of flights

concerns about missed or canceled flights due to weather

United Airlines - Need I say more. They are taking unfair advantage of their monopoly. Because of their behavior, I avoid United in all of their markets.

Too costly & delays

Expense

Timing of flights

cost of connection and unreliable weather conditions cancel flights

"I rent my condo and haven't been there in a few years. The last time I drove from Az. Sorry I can't be of any help to you- Leary Alice Robinson Little here condo #3"

Financial reasons

"Too exensive. I drive to the Denver airport. Also, flights to Denver all much more expensive than they used to be."

too expensive!!

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Have had too many cancelled flights.

Cheaper to fly out of Denver.

1) Don't allow oxygen to be carried onto plane. STUPID. As the populations age they'd better get it together.

3 kids too expensive

"ASEDEN - too expensive"

expense, weather, dependability.

There are cheaper airfares out of Denver.

Airport closed- usually weather related.

weather & price

"I drive with a lot of luggage and 3 cats."

#9 = "Aspen 1st choice, Eagle 2nd choice, Denver 3rd choice."

Written on cover letter: "I have had a second home in Snowmass (first a condo- since 1980 a house) for 36 years. Until about 3 years ago our family of 27 flew in and out of Aspen Airport about 4-5 times a year. We now fly in and out of Vail/Eagle because we find it more reliable in the winter and fly to Denver and drive to Snowmass in the summer for the same reason."

"Unpredictable flights, too expensive, rude airline employees."

"Less expensive to fly to Denver frequently drive to Aspen."

"Until recently Delta did not fly into Aspen- need direct flight from Atlanta or Nashville."

#11= "1 Rifle"

"I enjoy th drive in from Denver with stops in Georgetown or Glenwood."

"departures unreliable- weather and mechanical problems"

"Cost of tickets!"

"Cost & schedule"

"Cost of flights"

"Higher cost of tickets free parking at Eagle Too often weather problems in Aspen"

"Live within driving distance"

"If I go to Aspen, I drive the 120 miles"

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"Too expensive when trying to use as a connecting flight"

"Cheaper to fly out of Denver"

"Parking, flight/times"

"Too expensive"

#6= "50 yrs." #13= destination= Denver, Convenience= Aspen.

I use it most of the time unless price it really a factor.

Written at top of survey: " i own a rental property in Aspen but do not live in Aspen & only travel to Aspen once every 2 or 3 years so I don't feel I can really complete the survey."

cost & reliability

Expensive

"Depends on price"

"Price can be higher. unavailability during peak seasons."

"Too expensive for whole families"

too expensive

I use the Aspen airport unless the reservation system the FAA uses restricts the flight time I prefer to something ridiculous like an arrival at 8 AM which requires I leave my primary Houston Tx home at 5 AM which means I have to wake up at 3 AM. When this happens I either land in Rifle or don't bother to go the my Aspen home during this time frame.

Cost, limited carriers, risk of getting snowed in and unable to fly out in timely manner (due to potential backlog of passengers when snow-in occurs).

Letter: "Gentlemen: Sorry that I have not answered the original request on Sardy Field. I do not live in Aspen, but I own twelve old mining claims up Lincoln Gulch. In previous years, I would try to make it up there at least twice a year, but since I am now 80 years old, that air gets a little thin! I sold my home on Mt. Princeton a few years ago and have been advised by the doctors not o go above 5,000 feet because my wife has a lot of health problems when she gets above that height. I have a lot of fond memories of Colorado and I do miss coming out there! I will be deeding my mining claims over to my family later on. I am sure that if I filled out this complete report, I would not give you any specific information that would help you out. Sincerely, Wm. F. Hurst C.E.O.

A Dallas Country Club Survey is in this envelope.

Reliability

"No hanger space"

"Cost to Denver"

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"Eagle has free parking & usually a better chance of getting out in the winter."

Eagle is more reliable.

"Air service is unreliable. Airlines are abusive. Service is poor. Way too expensive. Poor value."

cost

"Even though I use it, travel has become very difficult with delays and cancellations."

"Use Grand Junction also due to limited flights into Aspen & airline stops flying Apr-Oct."

cost, weather

#7= "now have a son in Emma"

Note attached: "We do not live in Colorado any more. We sold our house in 2005. So please check the records at the court house and send this to the new owners and all other mail concerning Pitkin Co. Thanks"

#11= "Denver to connect to Aspen."

"Too expensive"

too expensive

"If not weather-then try to book Eagle"

"unreliable due to weather issues; cost"

"Too expensive unreliable service"

"Too expensive & too many flights canceled. Easier to go to Denver or Eagle or Grand Junction."

"too expensive/ Too many cancellations/wright envelope etc *too hard to get in/out (weather)"

"Schedules may not allow"

"Expensive"

"User landing fee"

"Attitude towards helicopters & unreliability."

price/weather

"High prices"

"Way too expensive. Poor service"

"too expensive. weather problems."

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#9= "But I hate the Aspen Airport" #12= "Where is the Question about reliability??"

"Uses Denver for International or "must make trips" due to cancellations or weather & fare."

cost

expense

cost

from above: "montrouse (is the best price) #10= "most of the time we have problem, the weather?, etcs."
#11/Grand Junction= "montrouse (very good)" #13= "The Aspen is very expensive (United Airline) also
the whether"

1. can't (weather, mechanical/cancelled flights) 2. better long disitance flights from Eagle (longer runway
= bigger planes)

"Too many cancellations"

"Loose luggage, cancel flights, poor service, late departures resulting in missed connections, poor
communication."

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Responses for Open Ended question # 18 - Private/Commercial

Public - federally contracted fire fighting aircraft

none

glider/sailplane

Aspen

helicopter

auto

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Responses for Open Ended question # 37 - Cause of delay

United Express total unreliability

aircraft restricted by arbitrary barometric pressure

slow united ground service

the airlines and equipment serving Aspen

all of the above plus over booking and luggage weight issues

Oh, the reasons we are given! We want just the truth.

unexplained cancellations

flights over run with people

no aircraft, no pilot, general incompetence

Failure to warm the plane on a cold day

American West just "cancelled" the one flight into Aspen that day

Bumped because of weight restrictions

find a jet that works

flights cancelled mysteriously with no reason given

Canada Air planes can't fly if the pressure drops an inch.

error on computer screens at airport

united airlines

Unknown, but possibly aircraft not able to carry load

restric for take off and landing

ATC

over booking

suspiciously canceled partially filled flights

They don't tell us

Who knows, United Express does not communicate.

crj is wrong airplane, barometric pressure?

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Who knows? Half the time they don't disclose any of the above reasons.

The airline service is incompetent

Unknown reasons for cancellation or delays

lying by airlines---probably not enough people checked in for my flight

With United Airlines who ever knows the truth?

flight cancelled because of empty seats

mechanical= "very occasionally"

weight, cold

"Barometer pressure to "low" to fly out of Aspen. Drove to Denver!"

"jets, private, were in one important, cleaned fint"

Every possible reason

#36="constantly" "General inability of United to provide proper service."

general unknown delays

airline incompetence

who really knows? Sometimes airline staff problems

Not enough passengers- so wait for next flight.

cancelled flights - not enough passengers (i.e. "mechanical difficulties")

No reservations & we had a death in the family and this was 25 years ago.

Who knows? #36= "At least 50% of the time"

Who knows!

I will definately consider flying to Eagle/Vail and Rifle in the future.

Airline randomly cancels flights to save money!

"Capricorino cancellation of flights - no advanced info"

"man power absent to de-ice planes"

attitude

"Consolidation of flights"

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"Flight cancelled (underbooked!?!?)"

airline inconsistency

"Lying employees (real cause: lack of passengers- flight cancelled!)"

They randomly cancel flights

everything!

FAA flow control restrictions

Too many excuses to list.

#36= "Many times"

"Aircraft could not fly in after sundown!"

airline- no pilot

Weight envelope in Summer/plus other misc mechanics ristimnes (Air Wisconsin) United Express New Cmr

"Later arrival four Europe-flights (return overbooked!!)"

lazy

"You name it"

#36= "In the past- weather plus less margin for error kept me from flying in/out!"

"I beleive, the United Airline, have problem."

We all know they play "cancellation games"

"There are always the 'mystery' delays." #36="hasn't everyone?!!"

overbooked plane

over booked plane

poor mgmt of boarding & delays

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Responses for Open Ended question # 38 - Services - delay

Not much information on delays

none of the above, you are on your own when there are problems

none

None - Went to Rifle

my personal waiting tenacity in long delays

no real assistance

None of these. During delays, shopping is unlikely. No phones available. Rarely announcements.

When we have been delayed or cancelled we have found that assistance has been of poor quality
took other means to get to denver to connect

once I waited at the end of the runway for nearly two and a half hours waiting for the weather.

none, horrible experience

flight information over the past yr. has improved but still needs further improvement esp. on TV

Red Carpet Club

just went home by taxi to wait another day. made arrangements over the phone

none

none

calling united and northwest directly to switch flight to NWA out of Denver

none of the above

nothing better than stay home

Concierge

none

none

easy to go back home

None. Went home to drive myself to Denver.

We fly private

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nobody was particularly helpful, lots of misinformation

None

Our own patience

information sometimes confusing

none

none!

living so close to airport

none

my cell phone service

none

none

"Delays were trying to arrive in Aspen."

United in Denver automatically rebooked on later flight to Aspen.

see 37

none of the above

Very poor on information and assistance to get into and leave the area. Scrambling to get a car to

Absolutely none they have mentality of county comissioners!

no help at all

nothing

You need wireless internet in waiting area past security to reduce free- loaders.

none

"Need a reliable phone in system! TV ch #8 is only moderately helpful"

not much

"flight info-poor!/ announcements/poor!"

nothing helped- very unhelpful actually. Baggage/ Mike is fabulous & very helpful

"Announcements are difficult to hear behind security"

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misquitos of departure/arrival screen!

inadequate alternative flight info.

n/a

"Like any other airport around the world there is never good help, info, attitude!!!"

No help available

none

"None- Been forced to re-schedule for another day."

really none

no complaints

curbside checkin

cab drivers

clear announcements= "poor,often"

ample flight info= "Ha!"

Announce delays earlier and add free wireless internet access.

airline staff="poor" county staff="fair baggage="poor"

None helped. No one- had to keep asking for assistance.

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Responses for Open Ended question # 40 - Delay - suggestions

Better information on in-coming and out-going flight. Airport Staff that will tell your the truth about your flight.

Be able to get clear, honest and reliable information from the airlines. They tell you what you want to hear to get you out of their face.

Notification as to the status of the flights.

If United Express was well run there would be less delays.

A much larger seating area in the terminal as well as more extensive food and beverage service

Truth from United and the airport as to what is actually happening - rarely is the information accurate. Also a live PC monitor at the airport with the animated radar map from www.weatherunderground.com so we can see if a clearing is headed our way.

Much better communications

A lounge that is quiet and comfortable.

One time I was flying out of Aspen several years ago, and our flight was delayed. They handed each passenger a \$100 off voucher as we boarded the plane. It put everyone in a great mood and got their minds off of the delay. Meal vouchers also make people happy. Or bonus miles if \$ vouchers aren't possible.

Improve runways and allow larger aircraft without barometric restrictions Stop charging high parking compared to free parking at Eagle Stop being so elitist and snotty, you're driving customers away

always make announcements, the counters are full of people not going anywhere soon and hogging all the help. most experienced aspen travelers know as much as anybody about the weather, we just need to know if the later flights are full so we can plan ground transportation, re-booking for another day, or just going home.

None

Information. Alternate flights. Baggage handling

The #1 element is clear, TRUTHFUL information about the status of the flight and reason for any delay.

For God's sake, no lies about it being "the weather" when it is clear blue skies. Just say "mechanical" or "not enough passenger to make it a viable flight".

Whether delay or not, you should have freely accessible WiFi... There are so many services that the frequent traveler, such as myself, can not belong to all. Other airports I frequent have this service and it allows communication to the airline and to work without hassle.

Larger waiting area with more comfortable seating, with more room in between seats...take into consideration that lots of people who fly in and out of Aspen do not check their bags and they need extra room to move around all the luggage. A couple of lg flat screen TV's would be nice too.

more better information

computer access - free internet access with computers pay phones

Airline providing truthful information to delayed passengers and correctly updating monitors in the airport and on Channel 8 so those picking somebody up don't make unnecessary trips. Availability of taxis--I waited recently for 1.5 hours (a taxi never came, though I called) and finally begged a ride from somebody who arrived to pick up the only remaining passenger in the airport. Have more personnel at baggage so handle the usually long line of passengers whose baggage did not arrive. One person is just not enough. Phones: not everybody has a cell phone. Be kind! Maybe kindness will calm the visitors who are not accustomed to our airport delays. Most important: tell us the truth. We can handle it.

reliable and correct and prompt announcements

A comfortable bare/cafe location where one could access wireless internet and have something to eat and drink.

airline staff needs to have better information for both rebooking, knowing delay length and up to date information.

adequate information regarding cause of delay and if necessary alternative options

If there is a delay in Aspen, there is never enough food varieties or seating available.

comfortable seating, reliable information

Provide vouchers to take a limo or taxi to connect to DIA or other airports if that is a possibility. Exchange your airline ticket for this to occur for that part of the leg. Airport to help arrange instead of just throwing their hands in the air and walking away.

Clear information from airline staff--direct phone lines to the airline staff at the airport (instead of an airline 800 number which is located only god knows where)

let them stay in the airport not on the plane at the end of a runway as they wait. for my family of 5 the cafe is HUGE!!!

Getting accurate information from airline personal. They usually don't know what is going on.

Supply alternative ways of getting to destination. Provide assistance, not just say you are on your own. Not fill up planes so full so that when there are delays, you CAN get on another plane. Not enough baggage handlers.

Keep the coffee hot and the bathrooms clean.

Accurate, in real time, information on TV and on airport monitors. It would allow people, in the case of TV, to plan even before they leave their homes and would alleviate congestion and anger at the airport. More help in rebooking flights.

adequate seating, communicating flight/delay updates and travel options, informed and cooperative personnel.

More chairs

Rest area; computer accessibility--maybe a multi-use communications center; periodic flight updates; reading & entertainment center; good food center.

Providing ample places to sit off the floor.

Information

I cannot think of anything that you don't already do pretty decently.

More comfortable seats or seats that recline so you can actually rest during delays. A gift shop that is larger and has more to choose from.

Tell us what is going on.

recliners.

need more personnel helping travelers

accurate flight information

Intercoms have to be improved, they are so muddy you cannot understand announcements especially in cafe. Computer screens need to have correct information and updated as changes occur - they are awful at the moment!

aspen needs a good competent capable airline carrier. united certainly is not it. for the great city and people of aspen it is a disgrace.

It would be nice to have free parking

Make sure people know why there is a delay and have up-to-date information. Make sure there is access to food. If delays long, help with baggage retrieval, car rental, etc.

Real information

A clear and honest procedure to get people moving towards their ultimate destination. As it stands, I don't trust airline personnel to tell the truth. I believe that they prefer to keep people booked (ie their money). Taking a bus is not a fun experience either.

none

more staff that KNOW how to get you on to other airlines. My last experience in January was a disaster as there were delays and not enough ticket agents in the gate area. There was one person handling international and another handling domestic rebookings for UA. There were long lines and some people took over 1/2 hour to re-book while everyone waited...yet there was NOT ONE person inline at the ticket counter and 3 or 4 agents just hanging out. The people behind the ticket counter were not trained and I ended up rebooking through the 800 number for the airline. TRAINED STAFF for airlines is a must given the frequent weather delays in Aspen. I had much better experience with the NWA agents in delay situations when NWA flew in there. Another suggestion..GET NWA BACK into Aspen.

ENLARGE THE RUNWAY TO BRING IN 737.....SO WE CAN HAVE CHEAPER FLIGHTS AND CONVERSELY A YOUNGER CLIENTELE....ENOUGH OF THESE HIGH TICKET PRICES AND DEPREPIT OLD RELICS AND OTHER PARASITES LIVING HERE AND VISITING HERE! WE DON'T CARE ABOUT HOW YOU OLD RELICS HAD IT IN THE 1960'S AND 1970'S....YOUR ALL DIEING OF OLD AGE THANK GOODNESS....BRING IN BIGGER PLANES AND CHEAPER FARES!!! ENOUGH OF YOU DECRIPIT OLD NIMBY RELICS.....MOVE TO PALM SPRINGS OR A NURSING HOME.

helpful counter staff with no attitude

honest and timely information

Know what optoons are

have food area stay open...have updated flight information posted

nothing ! The best drives to DIA to fly without any problems.

Keeping customers posted on weather and on other options, i.e. bus to Denver, rental car, etc., when it appears that the airport will be "socked-in" for a lengthy period of time.

Better information over PA system. Better food and drink in boarding area. Once in there, you are Stuck! Boarding area is very crowded. Could chairs be configured in another way?

Honesty

full service resturant, inside security.

Have the airline monitors correct in their time of traveling - expected arrivals and departures should be shown at all times.

Honesty from airline staff!

clear announcements, please stop the pressure from shuttle vans and taxi's to use them to get to other places. If I wanted to travel by car I would drive myself.

shuttle service options to Eagle and Grand Junction

clear and up o date information

free wireless 802.11 connections

keeping customers informed and offering alternatives as transportation if flights are cancelled

better food service

frequent update information

More knowledgeable cafe personnel. too slow in service, not enuf employees. Should have an ice-cream/yogurt area, and possibly more of a selection of meals..

Provide accurate information. Many times the flight information screens show flights arriving when in fact they have been cancelled or have returned to Denver. Everyone seems to hide when the delays begin.

more airlines personal to help the HUGE crowds that are stuck. i waited in line for HOURS and HOUR over christmas last year.

need better food service in secured boarding area

Honest and reliable information. I want to quickly rebook on another flight and leave the airport. I have found that if you leave the airport and call the united 800 number, they don't have any record that you were delayed, so they are completely useless. Therefore the counter staff at the airport are really the only ones who are capable of assisting. I don't want to hang around. If it's a large storm (we do have weather forecasters) have ground transport available immed. to get to Denver. For visitors, they need a place to stay and someone to help assist them.

Clear and reliable information. Outline of options available. Good ground transportation.

More access to airline staff that will reroute and accommodate issues based on the fact that this is a difficult airport to get in and out of ie: rerouting even if it's not the same "fare code".

To provide a variety of alternatives. Often times, no alternative is provided and it is extremely frustrating especially with the frequency of delays at Aspen Airport.

Bus availability to either Vail airport or Denver airport when delays occur and people are left at the airport without available flights for one or more days especially at Christmas, New Years and 4th of July.

Give accurate information and constant updates. If you know a flight is not going to make it in or out, don't make people hang out all day waiting around to here what we already know. We want other arrangements made immediately.

Having the airline staff remain upbeat and pleasant!

Food service

Probably too small for a "club" room but it would be nice.

Comfortable recliner type lounge chairs

Tell us why we are sitting there!!! It is simple - communicate!!! You know what's going on; why do you not tell us? I wasted a full day last September 11 trying to fly from Aspen to Denver and after waiting 8 hours finally there was a flight. Why couldn't they have said (via public address system for example) 'there are weather problems in Denver and if you are trying to get anywhere today, take a shuttle to DIA to perhaps catch your connecting flight'? By the time I got to Denver I of course missed my connection and had to pay for a hotel. You're not building brand loyalty.

Often during delays the area for departures becomes quite congested. It would be better to readdress this with a larger area and create more of a lounge atmosphere rather than a generic waiting area.

Get United Express to operate like an real airline instead of... "The Grace L Ferguson Storm Door and Airline Company."

This airport is a joke. I have flown 2 million actual miles on United and 2 million on American. Before moving to Aspen I would drive 2 hours to catch a flight. I still do - or 4 hours. I now use ASE as a place to rent cars. I try never to fly ASE - or Mesa Airlines or Skywest.

Free cocktails, computer room & have comfy couches.

No easy answer. It just is no fun.....

The airport is a great facility. All I would like to see is more flights in from Orange County, Ca without long layovers or multiple stops

1 - Faster/cheaper road service to Eagle or Denver 2 - More seating in waiting areas 3 - More space at luggage collection 4 - Better restaurant

Be honest.

"Mostly just keeping people informed in a timely manner of new information & changes; also adequate seating & availability of refreshments during long waits."

"Get planes that are capable of flying in and out of this airport in variable weather. More direct flights to SFO,LAX,ORD,DCA,IAD."

#38= guest services/"Not!" Airline staff/"Not!" county staff/"NO" Ample flight info/"No-None! and stop Lying to us." Access to telephones/"ok" Clear announcements/"Hardly!" Baggage handling/"No"

"real information on what is happening"

"Better information to passengers- accurate & timely."

"Have no delays"

"Information on delay"

"Carriers have to find an aircraft that can handle ASE. They did not read the manual of AC that they are using in Aspen! RTFM!" #20=Should be blank.

#39/Limo= both 3 & 14 are marked. "Ground crews that are willing to give information in a pleasant, professional manner- not in the usual nasty way they do."

"better seats. Complimentary coffee or soft drinks"

"Realistic time frames for departure or cancellation. Access to luggage if requested. Ability to leave airport & return to town if delay is 2 hrs+."

"DNA at this airport for me."

prayer

#39/flight info= both 2 & 10 are marked. "Accurate info from airline officials. Timely info from airline officials. No lies about reasons for delays and abilities to make connections."

"Avoid delays & cancellations. Plan for weight restrictions & other issues. Do not cancel flights for airlines benefit eg. not enough people on flight."

"Clear and informative information regarding 'delay' and anticipated restitution. Convenient transportation to waiting or resting place."

"Getting real honest info on what truly is the delay, so one knows how to handle the missed connection especially if traveling international on business. No other amenities matter to me in order to comfort me during delays." #39/other= "newspapers"

"Since we live here, if there was a major delay, we would simply return home."

"Realistic estimates of delays and timely updating of information on tv and monitors."

"Honest information about flight delays and flight rescheduling. Courtesy goes a long way."

communication

Availbale television, entertainment, play area for children, food, drink, blankets, pillows.

"Nice people make delays somehow easier "How can I help you"

"Do not airlines to lie about schedules & reason for delays!"

#39/terminal staff= should be blank.

more comfortable chairs and sofas better lounge/bar area

good, reliable and frequent updates, information

Accurate info on the airline screens. This accuracy at your airport is a disgrace. Accurate info from airline employees.

Getting clear information to travelers about the reason for the delay should be the priority for the airport. People get frustrated by the lack of information because they cannot make good decisions about what to do (i.e. bus, drive, rebook thru GJ, etc.).

announcements for all options. #39/baggage= both 2 & 10 are marked.

Continuous updates

"Up to date information or flights is most important to us." #26= both 3 & 4 area marked.

"Make the cafe a depuable place to eat. It's now very poor."

better seating

"Clear announcements (repeated). Correct info on FIDS screen. Updated regularly. More baggage handlers. Both luggage carousels running when flights come in together- espeically on Saturday nights when there are 4 late flights. More taxi's available for late night flights. Restaurantr open later at night. Food vending machine for when restaurant is closed."

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Comfortable lounge w/food & beverage service.

accurate information and rescheduling

"It is fine!"

Better communication!

"United lost my luggage in Aspen airport. It arrived there, but was stolen before I could pick it up. (It was being held in the baggage claim."

#39/limo= both 1 & 3 are marked.

good information/amenities. #39/limo= both 12 & 13 are marked. #39/baggage= both 3 & 6 are marked.

"Fix Channel 6 so it's correct with flight times/delays cancellations. That way we know when to pick people up from the airport. I may not fly out a lot, but I sure pick up a bunch of people! The older jets need to be quieted down. We need to have noise limitations- somehow are not acceptable."

Constant update of info.

Bigger cafe & menu

Just be courteous.

"To make connection (airline) in Denver for flight home. All my flights to & from Aspen connect in Denver. No direct flight from John Wayne airport in Orange County, Ca. to Aspen & my home in Aspen is always available since my daughter is the care taker-"

"give more information via web , over the phone- as much in advance as possible." #38/continued= "to get a car to go to Denver - bumsed with small children. Rude passengers-"

"Give real info, not the company line! Tell the truth! That's all! Then someone can make a intellegent decision!"

"More accurate information given more often"

"The problem generally with the Aspen Airport is getting into the airport, not getting out."

"A place to lie down"

"1)More correct information about the delay with help in making other travel arrangements 2) Over night accomadations if necessary 3) Better attitude from the airline personel"

"I know it's weather - but I wish there were more airline serving the airport- The only way I can get to Aspen is United Not my favorite airline-"

"I feel the staff at Aspen/Pitkin Co Airport a very good job. When the weather is bad that's life. If Aspen was easy 100% of the time I probably wouldn't appreciate the way I do."

"Prionitive above"

"Accurate and Truthful information from airlines about probably outcome of delay so that passengers can make plans. It is not knowing that causes the most problems. Be honest with customers & give frequent updates."

"Delays are much more easily accomidated at home (or, as w/ guests in their lodge). Given the 10 min or 20 min. drive to the airport from most locations a system of flight notification - on time/ not on time- would be appreciated. Note- I don't mean an 800# conected to a basement in Bangldesh. How 'bout a local "925" phone number that you could actually reach a warm body on who had accurate local information."

"Cafe always open. Fully staffed/friendly airline/officials. Very clear announcement system so it can be heard and understood everywhere (including outside and in toilets). Smoking area. Reading material besides daily rags. Bookstore. Complaint station- computer area where customers can vent anger by writing directly to local airline representative and/or airport manager. Delays cause a lot of anxiety/anger. Some way to vent in a positive way (not yelling at the people or the counter) and with (hopefully) positive results. ie actual replys to writers email and efforts to rectify the situation. Some way to defuse the anger."

"Better reception during stormson Channel 8. Flight schedule"

"Honesty"

"Be honest! improved baggage delivery!"

"Letting you know exactly what is going on & what your options are"

"Better announcements- Customer reps explaining (without attitude) all options- More staff to answer questions - better information re connections." #39= "All equally important"

"-Better food service behind security, -Staff training to deal w/ difficult guests- Aspen has difficult clienele that are often rude. The staff reachan to this is to be rude to everyone- unnecesary. I fly out of Aspen only due to convenience."

"Offer complimentary food/drinks- put in multiple televisions- offer discount airline coupons for extreme lengthy delays"

"Honestly"

none

"Reliable, up to date information! Courtesy!"

"Keep them informed"

"-Truthful information -uniform attention to travelers, not just the big mouth complainers"

"Willingness of staff to assist traveler and to give clear and concise options."

"Arrival/departure monitors are not perceived to be reliable"

"free shuttle service into town during long delays" Above/airline officials= both 8-9 are marked.

"Install all weather radar- so planes can land & take off" Above/limo= should be blank.

"Have alternative means to get to Denver/Eagle or Grand Junction if Aspen is closed in- Have cars, limo's, taxi's & shuttles up & ready to go if weather etc. sets in. Many people come from South America, Europe & need to get home via Denver and will miss that plane if Aspen doesn't get them there as scheduled. It all hinges on service to the customer."

"Enclosed warmer seating on cold winter days."

Just lots of realistic help with flight connections. Lots of early warnings if weather is a factor.

"-dicount voucher for future travel if delay is caused by other factors then bad weather. - access to food without going through security again. -other options to destinations: vans, carpool to Eagle, Denver, etc."

"More information, but most important, a polite, curtious, person at the desk w/ a positive attitude w/ empathy would help."

"Comfortable lounge and chairs. Good reading material & good food!"

above/other= "Taxi" "Perhaps additional seating... Just folding chairs?"

Honest communication of expected flight departures

"accurate information & honesty"

"Clear communications w/ travelers Maybe food comps- edible choices!"

"Call customers before they leave for the airport. Have ground options easier to find."

"Be truthful- Tell passengers the real reason for delays and cancellations."

"Airline and airport employees must lose the attitude!"

"Free coffee"

"Updated to delayed flight more often."

"The airport staff has to be more candid as to realistic time delays considering most travelers are making connecting flights, generally in Denver. If the delays are going to cause missing the connection it is beneficial to know in advance rather than be stranded at DIA."

"All hands on deck, no lines, good information, honest answers."

#39/easy to follow directions= both 3 and 9 are marked.

"1. Better reporting both in and out of terminal- ie; tv, etc"

"Assist & find alternative flight arrangements" #39/other= "courtesy"

"Make frequent updates be truthful."

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#20= "given the difficult conditions" #39/guest services= "Don't know what this is"

"1. full disclosures of situation & options 2. food and transportation options."

"flexibility in rebooking"

"Having a plan makes delays much easier. The quicker we have alternatives, the easier it is to either wait or change plans." #26= should be blank.

"Better lighting for reading- comfortable seating"

"Frequent, accurate information"

"A-Honesty (see above) B) less rudeness staff seems to be overworked & do not handle cust. situations well. C) Get the word out that weather situations will always exist & to lowe expectatios" #39/other= "Top 5= Honesty of airline personell- They tend to not tell the truth in delay/cancel situations"

"Minimize the delays!"

"Happy hour prices at cafe during all delays"

"Tell the truth & help people w/ alternative travel plans. Very often in Denver there was no bus & you were on your own to drive to Aspen @ own expenses w/ no reimbursement."

"load next flight with delayed passengers-"

"Good communication (timely) from airline are essential."

access to telephones= should be blank

"Make sure website reflects up to date flight cancelations and delays. During the winter website needs to be updated as soon as flight cancellations/delays are made. I've had several bad experiences at the airport where drive via taxi and get trapped at airport because the website says that flights are going and you get to airport and they're cancelled! Pitkin County airport website needs improved accuracy!"

"Honesty!!"

"More authyoritative information. Airline personnel availability." #39/cafe= "High prices" #39/baggage handling= "Ha Ha Ha!"

"Honesty - about what is really going on - & honest expectations ie: Don't re-book me for a flight which may also be delayed or cancelled!"

"Keeping us informed of status & don't load onto runway."

"More choice of restaurants (ex: Starbucks, Specialty Ice Cream)"

"Info/Info/Info/Info" #38= "No" beside most boxes. Airline staff= "Don't tell the customer anything. Ample flight info.= "a Joke-right" Access to telephones= "Everyone uses a cell" Clear announcements= "??No Way"

"Accurate information! - Alternative options available-"

Weather problems at Aspen for our private aircraft ususally mean diverting to Rifle or Eagle. Ground transportation back to Aspen then becomes the most important issue. The staff at the FBO are very helpful in assisting us.

#39/guest services= Both 8 & 12 are marked.

"Seating, Flight info"

"Less expensive commuter foights to Chicago L.A. - Denver."

comfortable seating

#39/terminal staff= both 3 & 8 are marked.

"Quick rebook or shuttle to Eagle?"

"Prompt & regular information updates. Assistance in booking other flights when booked flights cancelled." #39/other= "Assistance in booking alternative flilghts when needed."

"More dif. Airlines comp." #35= "Not, because the most of the time, we have problem to fly. Streve? A.lins Gweru?" #36= "The most of the time." #38 "I have to driving to Eagle or Denver to fly." #39= "I'll fly more from Eagle or montrose because the Continetal Airlines is better."

free wireless internet access! please have them post the delays on lin eand on the TV channel sooner. I believe that they wait until about 20 minutes prior to departure. Often the plane hasn;t even left Denver so they knew it was delayed at least an hour before.

"Better lounges & better airline personnel."

"happy airline staff, they often get grumpy perhaps complimentary tea or coffee and something small to eat. Usually, the delays are about weather and there is nothing one can do but wait it out."

"Communication"

"Better food. Access to email, Better coordination with coach service to Denver."

"Airline officials who know what's gonig on"

"Do not overbook flights in the first place. Passenger waiting area is dirty, worn out and uncomfortable. Anticipate ground transport options, I.E. bus to GJT or EGE in case of weather delays."

"Communication, other options, food, computers, assistance w reasonable lodging if overnight delay, local history & anything to help pass the time."

2007 Aspen/Pitkin County Airport Survey

Responses for Open Ended question # 61 - Greenhouse emissions

See below. The Airport and FAA are promoting global warming

I would do all of the above if the cost of a roundtrip ticket was not so expensive

I would stop the gas burners on the malls & hotel courtyards.

We all must cooperate in efforts to stop global warming.

Political issue - not appropriate. People do not contribute significantly to these emissions.

What does the first question mean? Use ground instead of air? So why on an airport questionnaire?

I do what I can in other areas - you focus on Airlines! Not global warming!

I would not be willing to pay any fees to offset greenhouse gases

airport should do what it can

None

BRING IN BIGGER PLANES WITH MORE PASSENGERS AND LESS FREQUENCY

Private plane

What can be done about airport NOISE!

I would not be willing to make any changes for pay any fees

I would consider any of the above if the private jet owners also do the same.

"bringing people form around the world to Aspen is intrinsically polluting"

none

"Global warming is not caused by human behaviour."

I currently use it so rarely, shouldn't the private planes pay a fee? They come and go more often

I already drive a hybrid car

I walk everywhere

last/ would depend on the fee

I would not be willing to make any changes

none

Get real

2007 Aspen/Pitkin County Airport Survey

"Carbon that on Jet Fuel"

"I would be willing to see the airport closed on alternate days and/or every off season.

Develop more efficient aircraft

not sure

3rd on down= "no-meaningless"

"This question is a farce! Do you really think these people flying Gulf Streams are going to take a

"Charge the private jet huge fees!!! The smell of jet fuel on cemetary lane is terrible and Sat. & S

wife is disabled

Direct flights are MUCH MORE ECO EFFICIENT.

2007 Aspen/Pitkin County Airport Survey

Responses for Open Ended question # 62 - Airport comments

Overall I would rate the airport as good.

The airport and facilities are fine. The issue is and always has been with the airlines and their service.

Apparently private jets do not pay their fair share of the costs of air traffic controllers nationwide and that the burden of that expense is paid through ticket sales despite the fact that general aviation requires precisely the same impact on the controller system as commercial traffic. I recognize that Aspen airport cannot control this but a change in this ridiculous system would dramatically reduce the amount of general aviation airport traffic. If you really care about global warming etc. (and it is not at all clear to me that either Pitkin County or the City of Aspen really does care), you would take some sort of stand on that issue. Other than that, the airlines are going to charge what they are going to charge. As long as it costs 1200 to fly round trip to Denver I won't be flying regardless of whether I have to pay it or those I work for have to pay it.

It would be nice if the runway was improved to be able to handle a wider variety of jets; The malcontents in the flight path object to this.

If the runway were longer there could be direct flights from many areas and the dependence on United Express would be reduced resulting in many happier travelers.

Please lengthen the runway so more aircraft could land

Tell the truth with frequent updates when there are delays.

question 60 is unclear are you talking about the price from Aspen to Denver or from other destinations. Under 400 for a round trip ticket to Fort Lauderdale Florida is reasonable. These fares have not been seen at all this season or for the upcoming summer. United Airlines needs some competition from the southeast

Increase commercial flights. Decrease private flights. Have large private flights use Rifle.

A longer runway would save having to make a fuel stop when flying out of Aspen

Make a stealth visit of the Eagle Vail Airport and try to be competitive, rather than acting elitist and feeling you have a captive audience. Be more open about longer runways, larger aircraft and free or lower priced parking. Stop being hypocritical about global warning when gas burners are blazing on the malls and hotel courtyards; and, huge SUVs from all hotels custom pickup guests.

sky west has had two bad years, the plane is wrong for the runway length, they never hire enough staff for baggage, then bring in people from other airports and pay through the nose for lodging, ect, but never spend the money early on staffing, there long-term full-time and part-time people are great, just not enough of them.

The type of planes flying into aspen airport and more subject to atmospheric conditions than in the past. That aspect of the airline service needs to be improved.

Generally it is OK. Weather is always a problem, and safety overrides any inconvenience.

I am a very high mileage traveler. Having lived here for more than 20 years, I know many of the regular airline staff by name. They knock themselves out to help make my travel "uneventful." There are countless times when they have gone more than the extra mile to see that I arrived at my destination, in spite of travel complications. I cannot praise nor thank them enough!!

I was on a short hop to Steamboat Springs to ski. They LOST all our skis !

Better staffing at check-in, covered drop off, entry and exit experience outside, current check in area is oversized compared with the waiting area. Staff is generally helpful. Please watch this video and then tell me if you believe CO2 elevations are human caused:

<http://video.google.com/videoplay?docid=9005566792811497638&q=carl%2Bmiller&hl=en>

It is much too expensive to fly from Aspen. The noise from the airport is horrendous. The noise comes from private jets and helicopters not from commuter planes. Something must be done to cut down on the noise by banning certain aircraft from flying. Noise sensors must be installed to figure out what kind of aircraft and who is creating this problem. The noisemakers must be banned from the airport.

Please offer more direct flight to the East Coast (ie NY, NJ)

I love the location and small size. (Large airports are difficult to navigate and require more time; more is not always better.) The airlines could do a better job of informing passengers about delays. The ground transporters could do a better job of accommodating delayed flights. The smaller the airport, the less noise, traffic, congestion and confusion. No. 60: I would fly to Denver as a destination only if the fare were less than \$100 round trip. It's only a 30-minute flight on the jet.

Overall, where is your so called Masterplan? How many times have you spent federal tax payers dollars to so-call update and enhance the airport facility...then several years later move the berms, roads etc again. Millions spent and still the facility is inadequate to bring in large more efficient planes. Here we go again...someone really isn't focused on the big picture. Maybe its the Fed's but it sure is alarming to see the waste and constant construction. Fuel prices held by one supplier is also a crime!

Generally I think they do a good job given the mountain location and the high dependence on basically one airline

great place to hang until flights arrive or while waiting for family but it could use a real restaurant.

Not enough service. Schedules are totally unreliable. Very often miss connections. Poorly run. Don't even know what pilots are assigned to each flight. Crews are often late. Cancel flights when they are not full. Communication poor and not trustworthy.

I will begin using the Aspen airport when the RT fares become competitive with DEN fares from MSP.

You are remiss in not including in your survey how many make use of the current airline schedule on the local access TV station. We rely on it heavily on travel days. Especially if we have an early morning departure and the prior evening flight's arrival was cancelled.

The airline staff at the counters needs to be improved. They are not helpful during delays. They provide little help in trying to change flight connections to Denver. They often refuse to make flight changes departing Denver when there are weather delays in Snowmass. There is always confusion and lines of angry customers as well as arrogant airline staff at the airport during flight delay times.

favorable

The Airport should stay out of political issues i.e. global warming.

Regardless of what the developers or the Ski Corp does the success of the area is dependent on numbers of visitors and the reliability of schedules for weather in the winter and density attitude in the summer. The easy and expensive approach is to either extend the runway over 82 and have instrument landing systems that are better. The less expensive may be to provide mass transit (Rail) from either Eagle or Rifle that is fast and reliable. Eagle is not very far if the route is direct rather than through Glen Wood. The airport and its staff does as well as they can with their tools. I live in Dallas and can fly to Denver for about \$150 but when the Aspen is the destination it escalates to \$500+ for a 30 minute flight.

Bring back the BAE 146 airplanes. They were so much more reliable than the regional jets being used today. The airport is a great convenience. Without it I could not have moved here. Lengthen the runway and let United build a Red Carpet Club.

I'm happy in general with the airport terminal, parking, and rental car facilities. Your major commercial airline has to make better decisions regarding flights in/out during bad weather situations. They need to make it easier to cancel a flight (see section 10) when bad weather is eminent. They need to have more reasonable flight rates. If/when you renovate the terminal, here are a few suggestions: - make the whole terminal on one floor level. - spread out the baggage "claim" belt so that people have room to unload their many bags - watch what happens when a large flight arrives in the ski season - open up the floorplan - it's too restricted now where people enter from an arriving flight - make the terminal more spacious, and lighted. I assume you'll adopt a western/rustic theme again, but balance that against feeling "tight" (short ceiling) and dark like today - adopt a design that will allow easy cleaning, so that place always looks its best (I feel that way about DIA)

The type of aircraft that United chose to service Aspen has proven to be illadvised and inadequate, as evidenced by cancelled flights during even good weather due to the wind. Please investigate a proper aircraft for the altitude and climate. Dinner and drink coupons to some of Aspen's finer restaurants should be awarded to stranded passengers in the name of goodwill for their inconvenience. The Pitkin Airport has a very tarnished image in customer relations stemming from bad weather and/or aircraft problems. There has to be a better way!

While there are minor improvements that can be made, the surrounding terrain limits your ability to make substantial changes such as larger planes and the elimination of weight limit problems. The terminal isn't wonderful, but it's not a problem either. Direct flights to other cities; lower fares; and lower parking fees are abt the only changes that would affect our decision making process.

I am a million mile flyer with united. My present status with united for the last 17 years has been 1K. Measa/unitedexpress,have a problem. Your decision to fly 700rjs out of there was a big mistake.

It would be helpful if the flight information listed online at the airport website and on the local TV stations could be updated more to reflect actual conditions at the airport. There have been several times when flights were listed online as "on time" but were actually delayed.

We need to get airplanes that will fly under more conditions. This winter many of my guests suffered canceled flights in reasonably good weather...even clear skies because there was a low pressure somewhere not far away. The new Canada Air planes are not appropriate for this airport and both United and Delta were using the same carrier. That is ridiculous.

enlarge airport and make it attractive for a good reliable airline carrier

Trying to pick someone up is a nightmare. No places to sit & wait or park without having to stay in the car & keep the car running

Generally very good overall. Airline prices generally too high and would like, as indicated in survey, more direct flights to destinations other than Denver. Also would like speedier ticketing service.

The airport is great, it is the airlines and their fees and problems that are the problem

Nice small airport. Needs to be enlarged with better airline service.

I never use Aspen Airport in the Winter because of interminable delays. I think investment in better instrument landing equipment would vastly improve this problem.

I like the airport but I wish I could get there more easily. I would also like to have mass transit that goes to EGE in the case that weather prevented flying into ASE

ENLARGE THE RUNWAY...TO BRING IN BIGGER AIRCRAFT.....DON'T ALLOW ANY PRIVATE PLANES OR AIRCRAFT SMALLER THAN A 737

user signage...[parking road side and interior] straight,timely communications flying used to be fun now it is simply a necessary pain....in part that is why we drive more

Security seems good,I was there last week and they found a women that has two Small cigarette lighters

The convenience of the the local airport is offset by the constant delays and cancellations and the rude and inconsiderate airline employees. Most of my friends and relatives that come to Aspen fly to Eagle-Vail to avoid dealing with the people at the Aspen Airport.

IT will become private plane and no more commercial aircraft soon.

Good airport cursed with bad, not caring airlines

I believe the airport is great, but cannot understand why nothing meaningful is being done to address the greenhouse gases generated by the airport. I would suggest you look at increasing landing fees and help support legislation that is now being discussed which will ban older less fuel efficient stage 2 aircraft.

There were not enough baggage handlers nor taxis this winter to accommodate the number of passengers arriving into Aspen. So many people were complaining about this, as was I.

The Aspen Airport is very dated. The facilities are old and the restrooms are hidden and inconvenient. It looks as if employees and taxi drivers are smoking right outside the baggage door. Everytime I fly in I have to hold my breath when I exit. Not very inviting to a beautiful mountain resort such as Aspen.

such an easy airport to use, the baggage handlers are the best in the country and the United Airline counter staff really know their stuff.

enlarge the runway

forsee growth..ie: more direct flight from NYC ,,but I doubt if that is possible...(no stop in Denver)

In order for the Aspen airport to be successful it must provide accurate and helpful flight information or provide none at all. The flight information on the internet, TV and in the airport is never accurate and frankly a joke among locals.

None

please offer a better RFTA transit connection to and from Aspen and the airport. It's not very user friendly and can easily be improved greatly. My guess is the limos and taxis are opposed to this improved service.

More direct flights to major hubs. Better fares.

I live in the flight path. The private jets are outrageously loud. Please stop the loud planes from flying in. It sucks. United and Northwest are fine.

It is great for its convenience to the town of Aspen. However, it is very difficult to get a reasonably priced flight during the holidays. I estimate that this is mainly due to the fact that there is only 1 airline that flies from Los Angeles. It makes it somewhat monopolistic and they are therefore able to set their prices however they wish since there is no competition.

we need more airlines so prices are more competitive...I don't want to drive to Denver, I do it because I have to...

even though this year I haven't flown, I usually do 3-4 times a year, the bad record of delays this year has scared me into considering either Eagle or driving to Denver rather than risk the trouble here.

We have a great airport now - I can see with increased traffic and, hopefully, more tourists/skiers we need to make improvements. I love the convenience and the friendly people, especially Mike the baggage guy!

Frankly, I believe the airport should have been relocated much further downvalley years ago when it was still possible. The weather problems here create so many problems, I wonder how the airlines make any money on Aspen. Also, the noise is getting worse and worse, no matter where you live around Aspen, it's pretty bad. Is there more that can be done to regulate and limit the number of private aircraft coming in and out of Aspen? I understand they are responsible for most of the noise pollution. I am hopeful that something can be done to make the situation better and not worse. Thanks.

The aircraft chosen by United Airlines is inadequate for the altitude. Please secure a better aircraft for the area.

The airport in general is fine. It would be nice to keep it with a small feel if that is possible with all the ridiculous Patriot Act security requirements you need to follow. What I want to touch on is the AP article on fees paid to support airports. I found it interesting that Jim Elwood got his (defensive) letter in to the Daily News on April 13th, when they didn't even print the AP story until April 16th. Must have seen it in a national publication and could not wait to respond. If Jim has nothing to hide, let him report exactly how much private aircraft contribute to Sardy Field versus how much it costs (all of us) for them to use the field. I'm willing to bet the AP article's data is more accurate than Jim would want to admit. Nice try to call us an "ingredient in the stew" but that is simply him trying to shift our focus off those receiving the majority of the benefits of the taxes imposed on the commercial travelers. If he thinks we shouldn't be named in the article, show us the data to support his position.

The small town feel of the airport is its biggest asset as is the service that the counter people offer, who will often go out of their way to make you feel special. The airport does feel slightly tired but I would continue to use it because the service is so great, especially compared to large city airports where I feel more like cattle than a person.

See United Express comments above.

The airport should be closed to commercial operation. The airlines do not have suitable equipment to fly. The CRJ is dangerous because of its landing speed (too fast). Also - as the Daily News noted - it is not designed to carry skis!!!! I never check luggage so that is not a problem. However, it is better to drive to EGE, park for free and fly direct to the end destination - avoiding DIA - in a full sized jet.

I think there should always be a person answering the phone for info.

Need more destination flights and would like to see more reasonable airfares. Schedules, weather aside, are often very unpredictable.

We are a captive audience and are routinely overcharged relative to flight charges out of major hubs. The airlines lie about the status of flights and the reason for delays and cancellations, which I believe are generally related to avoiding taking off without x numbers of passengers on-board. We need more reliability but will probably never get it unless we have honest competition. We are making a conscious effort now to fly out of Eagle and DIA and not use the local airport.

Great Facility!

Get some real competition (cost and service) to United on the Denver flights. Give big concessions to get airlines to offer more destinations, such as Chicago, Kansas City, Atlanta, St. Louis, LA. Use bigger/more reliable aircraft - if necessary less often.

Flights to Chicago and LA are always late. #69= "None of your business(stupid question)."

#56= "Friendly but very expensive." #58= "for us there are very adequate schedule choices to Boston, NYC, & S.F.-if possible, direct flights would be great. Often use the bus because cars are very expensive." #59= "we travel to Denver only as a transfer place to east and west coasts." #60= "more reasonable fares would be very welcome."

"the main problem is cancelled flights in and out due to weather & mechanical problems. I don't know what you can do about that, if anything."

"Use an aircraft suitable and not be affected by baro. pressure or other wx factors. (this includes runway contamination)"

"We need to bring back the 146 airplanes, the new one are to small and not dependable."

"Taxi service from airport poor"

Parking free @ Eagle

"Close the airport and build employee housing on it!!!"

"As your survey indicates, it only cares about airline service not private AC-owners."

"Convenient Hard as hell to get in out of Icians of mechanical or weather."

"Almost missed flight because of security staff- need to open security earlier & avoid long lines. Food since firing is often poor."

"The airline staff are always friendly."

"I've always had good experiences, except for poor information on flight cancellations & delays. I really wish there were more direct destinations."

"It is not the airport-it's the airlines."

"Too costly flights." #60= "Less than \$100."

#60 continued= than I do. The jet fuel smell at CMC can get kinda strong. There are so many planes taking off." "I hate driving to Denver because the Aspen flight cost more than the next 6g. I also think commercial flights should have priority over private. Some mornings the line is so long that we commercial travelers miss our connection because we have to wait for the 20 privates in front. Commercial should just pull up and take off... How about an Hov lane for comercial planes! Ha! Baggage handling needs more people. It takes longer for me to get bags in Aspen, than Hong Kong! I guess that's small town atmosphere? Can't there be someone to put bags on & another person to take them off? Currently the same staff does both."

"As already checked off Counter & ticketing people have been very poor for years." #58= "People working the counters who have knowledge." #59= "This would be great! It is a long drive."

"Very friendly feel, staff. Parking sometimes hard to find. Aircraft problems this winter were unprofessional & airline should have corrected immediately. Don't like that aircraft."

"Need county wide ground transportation to/from airport. Taxi's, shuttle vans, or buses are not an option up the Crystal Valley."

Need wireless internet

I love the convenience and the prices are usually good.

#60= "To where?"

After using the Aspen airport for travel almost exclusively for many years, I have all but stopped. The cancellations and delays have caused me to miss meetings, vacations and funerals. I would rather endure the drive to DIA over snowy passes if it means my flight will leave when scheduled.

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Upon arrival in Aspen, my luggage is often missing. The process for reporting lost bags---United Express especially---is terrible. A customer friendly and expedient approach is sorely needed.

United owns the airport. City of Aspen should be embarrassed by this situation.

Lucky we have it! #63= "contractor"?

"Our experience with the Aspen Airport has been pretty good. We are infrequent users as we enjoy drive from Denver when weather is good." #58= "I still miss Continental

"Overall terrible service by the airline. Too many delayed or cancelled flights. Need more competition on flights to Denver for connections on time."

"Better internal communication between all departments. Planes that can fly in low barometer and in high (summer) temperature with sufficient baggage capacity for full flights."

Needs to be improved and updated to Aspen standards.

"United baggage claim lost my suitcase at the Aspen airport."

"Can't afford it - rarely fly out of Aspen!"

"I do like the smallness - the small town feeling."

"Nice convenient small airport. Airport staff very poor at communicating-"

"Poorly run, maintained, operated & should not be political! Airport needs all types of expansion, not just what Co. commishioners believes fit their personal agendas!"

Flights cancelled too often when it doesn't pertain to weather

Poor service

"Need more & different airlines & direct destinations."

"I feel its a nice airport Thank you"

"Great community airport We love it"

"You bozor; why no questions about arging and destinations??" #63= "GEOGRAPHIC"

#61/other continued= "I would be willing to have the airport serve only commercial aircraft! Get rid of all the private jets. I would be willing to never see another "improvement" made at the airport. No bigger planes. No better runways. No 1st class airport. Bring back the quiet "years"." #62= " A huge source of NOISE pollution. How wonderful to have it closed. Consider closing Oct/Nov. April/May every year please. Some private planes are bad. ie learners circle lower valley.

"The truth rather than "mechanical" excuse to consolidate flights"

"It would be great to use the Aspen Airport but when it costs more to fly to Denver from Aspen then to fly the rest of my trip to Chicago I'll continue to drive to Denver!"

"I would like to see an oribination cost of Aspen less than a destination cost... Although we live here Aspen to Denver is the most costly leg of our trip!! We go to Eagle or Denver!"

"Sometimes very rude & loud employees"

"It's basically fine- I think the parking is not good- The cafe needs to be better."

none

"Airport is excellent but needs more airlines to choose between. Aspen-Denver flights offer overbooked."

"Planes should not fly over my business at low altitudes- need to be 1000 feet in the air- when it gets to us."

"You are upgrading nicely with aircraft & facilities- Keep it up & I think the future will look brighter- espeically if we can further extend the runway & get more commercial airplanes into the airport."

"Personnel is very good" #58= "All are very satisfactory"

"I feel it easier to just drive to DIA because of the high cost hard to get times needed & unreliability of Aspen."

#60= "from Chicago"

Many of the above question are not applicable to my use of a private aircraft. I have tried to answer where appropriate. If you need further clarification please email me or call me at 713-263-1267. Thanks, Ron Henriksen.

"Eagle Airport is almost as convenient and more reliable."

"Need more facility for private A/C"

"Too many delayed and cancelled flights. Too little info about ground options to Denver."

Top of front page: "Hello- why is the type so small!!!" #57= "Too dark cannot watch planes"

"Only o.k. on reliability"

"The convenience is terrific but needs improvements to service by the airlines. They treat Aspen as a step-child. the fares area also getting excessive."

"I like it." #46= should be blank

"The main reason we do not fly out of Aspen is because of the weather. You never know if you will get out or not."

"Love it"

"This past season has had many problems. I have only one segment problem free."

"Love it"

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"I love the small town feeling of the airport. It's easy to get in get checked through, get to the gate. You don't have to show up too early before your flight."

"More flights, lower prices"

"Lost or delayed luggage + vast price differences biggest problems for guests & ourselves."

"United is horrible to deal with"

#58/direct destinations= "Yes! To Houston"

"The preeminent reason we do not utilize the Aspen/Pitkin County Airport is the unreliableness of flights due to weather"

"Need better R.T. pricing from STL-ASE. Continue to improve planes. Less irritable staff."

"Very convenient- We just need campus with planes that ferate at this elevation! In more varied weather (high - low pressure) tail wind?"

"I operate a local helicopter charter service out of Rifle & I'm pretty upset that we were banned from using the airport during the 2 month closure. Planning on taking more of my business to Eagle!!"

"Outgrown itself and outdated. Needs upgrades to accomodate increased visitors to Aspen. Poor handling of traveler's when flights are delayed and cancelled. Waiting area overcrowded."

#54= both 2 & 3 are marked.

"Not a bad little airport, but customer service and information is almost non-existant." #58/security= "(Less security)"

Continued from #61= "bus to the airport? Private jets are the single biggest contributor of green house gasses in the County- yet you coddle them as heroes!! #62= "Noise/Noise/Noise What happened to the noise issue? noise is becoming almost constant- espeically Sundays! Expand Commercial use. Close airport to all private use."

"Need more carriers to IF IAH" #60= "to where?"

"It was built in the wrong place, it should be in Basalt"

"Chamber is great already- when busy maybe more personel"

Very nice airport and I'm pleased to see the improvements being made to it.

"Need more airlines to provide flights"

"The staff does a great job the need more help. Not fair to dump all work on short staff, they care."

#s 42-45 should be blank.

"to compete in Eagle- you need more flights that are dependable."

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"Would use commercial jets more often if private planes were shifted to other airports- air strips." #2=
"Lost Meta P Barton 4475 N. Ocean Blvd #43-A Delray Beach, Fl. 33483"

"Love it!" #5="#10 Dite Place"

"I like the airport, but to fly is big mass, always." #60= "Always I trcile to Brazil, Texas, N.Y., or Florida.
Also, I fly for bussing, the most of the time."

LENGTHEN THE RUNWAY so we can have more direct flights (all summer). This would be much more
convenient and more environmentally friendly.

"Need better airline/ticketing personnel."

"It's convenient homey and beautiful. Counter staff could be much more upbeat & positive and luggage
on the return hame takes way too long." #15= "weather" #48= "slow but nice" #58/baggage= "Too slow"

"Need more reliability with flights. Delays +/- or cancellations occur frequently."

"Great airport must have more competition to own airline ticket prices!"

"Starting to show age, boarding area dirty, worn out and uncomfortable. Poor PA system. United staff
always seems overworked and unhappy. Perfect location, would always fly out of Aspen if 'price' was
comparable to Denver- \$250-\$350. RLT." #58/boarding area= "Dirty, worn out seats"

"It needs help in every area. For a world class destination this airport is completely unsatisfactory. Either
improve it or close it." Written at bottom of page: "This is a poorly designed survey!!! Negative response
listed first, poor questions"

#60= "ticket for seniors"

#'s 16 & 58= "reliability"

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Responses for Open Ended question # 65 - Family Status

Divorced with three kids below the age of 13

2 families with kids and grandkids

Father/Son

Widow, no children

also Dog...has to be crated in cargo

Family, children at home and children not at home

but who frequently use airport

widow

summers

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Responses for Open Ended question # 68 - Employment status

Income not listed below because you have my code.

Work when I chose to do so

homemaker

homemaker

Own a Company

Disability

and tired

investor

2 seasonal jobs

house keeper

stay at home mom